

Adult Survey Results

Bay Area Region Summary Report for the November 2004 Data Collection Period

ADULT PERFORMANCE OUTCOMES



**Broad-Based Evaluation
Consumer Perception Survey**

MARCH 2005

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Purpose of this report

The purpose of this report is to provide data on consumer perception of mental health services (using items from the 28-item Mental Health Statistics Improvement Program Consumer Perception Survey (MHSIP)) and quality of life (QOL), as measured by the California State Department of Mental Health's Adult Survey. This report is a REGIONAL summary of the Adult Survey (see Attachment A) data that were collected during the November 1-15, 2004 survey period. To assist with the interpretation of this summary report, brief narratives are provided before each table presented. County tables can be downloaded from each county's Information Technology Web Services (ITWS) folder, accessible to authorized ITWS users at <https://mhhitws.cahwnet.gov/>.

Consumer Demographic & Descriptive Items

Summary Report

The following tables reflect aggregated REGIONAL data and highlight the Adult Survey demographic items, as well as several additional descriptive items, that were reported by consumers who received services during the November 1-15, 2004, survey period. Results of these Adult Survey consumer-completed items are highlighted in yellow, and exclude surveys that had no responses for either the MHSIP portion of the Adult Survey, the QOL portion, or both. **Out of 7,611 Bay Area Region Adult Surveys submitted, a total of 5,934 had at least one response to the MHSIP or QOL sections.**

TOTAL NUMBER OF SURVEYS SUBMITTED (BAY AREA REGION)

A total of 7,611 Adult Surveys were submitted for the Bay Area Region.

Region				
		Frequency	Percent	Valid Percent
Valid	Bay Area Region	7611	100.0	100.0

GENDER

For those who responded to the question – “What is your gender?” – 46.5% identified themselves as Female, 52.8% as Male and 0.7% as Other. Additionally, 12.4% of the consumers did not respond to this item.

What is your gender?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	2420	40.8	46.5	46.5
	Male	2743	46.2	52.8	99.3
	Other	37	.6	.7	100.0
	Total	5200	87.6	100.0	
No Response		734	12.4		
Total		5934	100.0		

AGE CATEGORY*

For those who responded to the question – “What is your date of birth?” – 0.2% were under age 18, 7.7% were 18-25, 18.5% were 26-35, 30.8% were 36-45, 37.3% were 46-59 and 5.4% were age 60 or older. Additionally, 24.1% of the consumers did not respond to this item.

Age Category

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 18	9	.2	.2	.2
	18-25	347	5.8	7.7	7.9
	26-35	833	14.0	18.5	26.4
	36-45	1388	23.4	30.8	57.3
	46-59	1679	28.3	37.3	94.6
	60+	245	4.1	5.4	100.0
	Total	4501	75.9	100.0	
No Response		1433	24.1		
Total		5934	100.0		

SERVICE LENGTH

For those who responded to the question – “How long have you received services here?” – 1.8% reported that it was their first visit; 2.3% reported that they had had more than one visit, but that they had received services for less than one month; 6.0% reported having received services for 1-2 months; 8.5% reported having received services for 3-5 months; 13.0% reported receiving services for 6 months to 1 year and 68.4% reported receiving services for more than one year. Additionally, 38.1% of the consumers did not respond to this item.

How long have you received services here?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	This is my first visit here	66	1.1	1.8	1.8
	> 1 visit, but < one month	84	1.4	2.3	4.1
	1 to 2 months	219	3.7	6.0	10.0
	3 to 5 months	312	5.3	8.5	18.5
	6 months to 1 year	479	8.1	13.0	31.6
	More than 1 year	2512	42.3	68.4	100.0
	Total	3672	61.9	100.0	
No Response		2262	38.1		
Total		5934	100.0		

* Although Adults are defined as being 18 - 59 years of age, this table reflects that DMH received “adult” surveys from consumers younger than 18 and older than 60 years of age. Consumers may have, inadvertently, been given the wrong survey form to complete, or may have unintentionally filled out the item with an invalid date of birth. Also, for a number of surveys received “date of birth” was not completed.

MEXICAN / HISPANIC / LATINO ORIGIN

On the Adult Survey, 14.1% of the consumers identified themselves as being “of Mexican / Hispanic / Latino Origin.”

Are you of Mexican / Hispanic / Latino origin?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	3786	63.8	63.8	63.8
	Yes	839	14.1	14.1	77.9
	Unknown	1309	22.1	22.1	100.0
	Total	5934	100.0	100.0	

RACE

Consumers were permitted to identify as many race categories as they felt were applicable; therefore, each race category is reported individually and, due to potential overlap, the numbers will not collectively add up to 100%. Each race category was presented as a “yes/no” option: “yes” if the consumer marked the bubble on the Adult Survey and “no” if the consumer did not mark the bubble.

On the Adult Survey, 50.1% of the consumers identified themselves as being “White / Caucasian.”

Is your race White / Caucasian?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2964	49.9	49.9	49.9
	Yes	2970	50.1	50.1	100.0
	Total	5934	100.0	100.0	

On the Adult Survey, 14.8% of the consumers identified themselves as being “Black / African American.”

Is your race Black / African American?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	5058	85.2	85.2	85.2
	Yes	876	14.8	14.8	100.0
	Total	5934	100.0	100.0	

On the Adult Survey, 9.0% of the consumers identified themselves as being “Asian.”

Is your race Asian?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	5397	91.0	91.0	91.0
	Yes	537	9.0	9.0	100.0
	Total	5934	100.0	100.0	

On the Adult Survey, 5.2% of the consumers identified themselves as being “American Indian / Alaskan Native.”

Is your race American Indian / Alaskan Native?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	5623	94.8	94.8	94.8
	Yes	311	5.2	5.2	100.0
	Total	5934	100.0	100.0	

On the Adult Survey, 2.2% of the consumers identified themselves as being “Hawaiian / Other Pacific Islander.”

Is your race Native Hawaiian / Other Pacific Islander?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	5801	97.8	97.8	97.8
	Yes	133	2.2	2.2	100.0
	Total	5934	100.0	100.0	

On the Adult Survey, 10.7% of the consumers identified themselves as being of another race.

Other race?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	5302	89.3	89.3	89.3
	Yes	632	10.7	10.7	100.0
	Total	5934	100.0	100.0	

On the Adult Survey, 1.9% of the consumers were not able to identify their race.

Unknown race?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	5820	98.1	98.1	98.1
	Yes	114	1.9	1.9	100.0
	Total	5934	100.0	100.0	

LANGUAGE OF SURVEY

On the Adult Survey, 96.2% of the consumers responded using the English version of the Adult Survey; 0.0% used the Korean version; 3.7% used the Spanish version and 0.1% used the Tagalog version of the Adult Survey, and 2 (0.0%) of the surveys received did not indicate the language of the survey.

Language of instrument

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	English	5706	96.2	96.2	96.2
	Korean	2	.0	.0	96.2
	Spanish	221	3.7	3.7	99.9
	Tagalog	3	.1	.1	100.0
	Total	5932	100.0	100.0	
No Response		2	.0		
Total		5934	100.0		

PREFERRED LANGUAGE

On the Adult Survey, 96.1% of the consumers responded that the services they received were provided in the language they preferred and 93.2% responded that written information was available in their preferred language. Additionally, 13.2% and 14.7% of the consumers did not respond to these items, respectively.

Were the services you received provided in the language you prefer?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	202	3.4	3.9	3.9
	Yes	4949	83.4	96.1	100.0
	Total	5151	86.8	100.0	
No Response		783	13.2		
Total		5934	100.0		

Was written information (e.g., brochures describing available services, your rights as a consumer, and mental health education materials) available to you in the language you prefer?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	344	5.8	6.8	6.8
	Yes	4718	79.5	93.2	100.0
	Total	5062	85.3	100.0	
No Response		872	14.7		
Total		5934	100.0		

PRIMARY REASON INVOLVED WITH PROGRAM

For those who responded to the question – “What was the primary reason you became involved with this program?” – 35.5% reported that they decided to come in on their own, 58.7% reported that someone else recommended that they come in and 5.8% reported that they came in against their will. Additionally, 15.4% of the consumers did not respond to this item.

What was the primary reason you became involved with this program?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	I decided to come in on my own	1785	30.1	35.5	35.5
	Someone else recommended that I come in.	2948	49.7	58.7	94.2
	I came in against my will.	289	4.9	5.8	100.0
	Total	5022	84.6	100.0	
No Response		912	15.4		
Total		5934	100.0		

ASSISTANCE COMPLETING SURVEY

Consumers were permitted to identify all of the individuals who assisted them in completing the Adult Survey; therefore, more than one person may have provided assistance and, due to potential overlap, the numbers will not collectively add up to 100%. Each category was presented as a “yes/no” option: “yes” if the consumer marked the bubble on the Adult Survey and “no” if the consumer did not mark the bubble.

For the November 2004 survey period, 65.9% of the consumers responded that they did not need any help in completing the Adult Survey.

I did not need any help.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2021	34.1	34.1	34.1
	Yes	3913	65.9	65.9	100.0
	Total	5934	100.0	100.0	

For the November 2004 survey period, 5.2% of the consumers responded that a mental health advocate / volunteer helped them complete the Adult Survey.

A mental health advocate / volunteer helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	5628	94.8	94.8	94.8
	Yes	306	5.2	5.2	100.0
	Total	5934	100.0	100.0	

For the November 2004 survey period, 2.7% of the consumers responded that another mental health consumer helped them complete the Adult Survey.

Another mental health consumer helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	5771	97.3	97.3	97.3
	Yes	163	2.7	2.7	100.0
	Total	5934	100.0	100.0	

For the November 2004 survey period, 4.1% of the consumers responded that a member of their family helped them complete the Adult Survey.

A member of my family helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	5692	95.9	95.9	95.9
	Yes	242	4.1	4.1	100.0
	Total	5934	100.0	100.0	

For the November 2004 survey period, 2.7% of the consumers responded that a professional interviewer helped them complete the Adult Survey.

A professional interviewer helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	5771	97.3	97.3	97.3
	Yes	163	2.7	2.7	100.0
	Total	5934	100.0	100.0	

For the November 2004 survey period, 7.1% of the consumers responded that a clinician / case manager helped them complete the Adult Survey.

My clinician / case manager helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	5510	92.9	92.9	92.9
	Yes	424	7.1	7.1	100.0
	Total	5934	100.0	100.0	

For the November 2004 survey period, 5.5% of the consumers responded that a staff member other than their clinician or case manager helped them complete the Adult Survey.

A staff member other than my clinician or case manager helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	5607	94.5	94.5	94.5
	Yes	327	5.5	5.5	100.0
	Total	5934	100.0	100.0	

For the November 2004 survey period, 3.3% of the consumers responded that someone else helped them complete the Adult Survey.

Someone else helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	5739	96.7	96.7	96.7
	Yes	195	3.3	3.3	100.0
	Total	5934	100.0	100.0	

REASON WHY SURVEY NOT COMPLETED (*if applicable*)

County staff were expected to complete a “Reason” item if a consumer who met the criteria for the target population did not complete an Adult Survey. Of the 7,611 consumers who were expected to complete an Adult Survey, 1,677 did not. Of these 34.1% were reported to have Refused the survey, 16.2% were reported to have had an Impairment, 29.8% did not have a survey available in their Language and 19.9% were marked as having an “Other” reason for non-completion. Additionally, 3.4% of the Adult Surveys that were not completed did not have a “Reason” response.

If the instrument is not completed, the PRIMARY reason must be indicated.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Refused	553	33.0	34.1	34.1
	Impairment	262	15.6	16.2	50.3
	Language	483	28.8	29.8	80.1
	Other	322	19.2	19.9	100.0
	Total	1620	96.6	100.0	
No Response		57	3.4		
Total		1677	100.0		

MHSIP Consumer Survey

Summary Report

About the MHSIP Consumer Survey

The MHSIP is a 28-item consumer-completed survey designed to obtain participant perceptions of 1) access to services, 2) quality and appropriateness of services received, 3) consumer participation in treatment planning, 4) service outcomes and 5) general satisfaction. The MHSIP was developed through the collaborative efforts of the federally funded Mental Health Statistics Improvement Program (www.mhsip.org) that included the direct assistance and feedback of consumers, their families, and mental health advocates. The MHSIP Consumer Survey is currently used in a number of states across the United States.

It is important to remember that the ratings on the MHSIP represent a participant's perceptions. Some data exist to suggest that satisfaction with services, in and of itself, does not necessarily correlate with outcomes. However, the MHSIP provides a good source of information to ensure that consumers have the opportunity to shape and improve their services.

The following tables present REGIONAL data that were collected and aggregated from the MHSIP portion of the November 2004 Adult Survey. The MHSIP items are rated on a five-point scale, with "5" indicating the greatest satisfaction.

The items that comprise each of the MHSIP subscales (i.e., access to services, quality and appropriateness of services received, consumer participation in treatment planning, service outcomes and general satisfaction) were averaged and then grouped into the following categories: 1.0 - 1.5 = 'Dissatisfied', 1.5001 - 2.5 = 'Somewhat Dissatisfied', 2.5001 - 3.5 = 'Neutral', 3.5001 - 4.5 = 'Satisfied' and 4.5001 - 5 = 'Very Satisfied'. As a general guideline, for interpretation, the national benchmark for satisfaction is an overall scale score above 3.5.

For the tables reflecting categorical groupings of MHSIP averages and MHSIP subscale averages, total frequencies may differ depending on how many items on each scale consumers completed. Averages were only calculated for those Adult Surveys where at least 2/3 of the items in the particular domain were completed (i.e., only 1/3 of the items could have no response). The results are highlighted in yellow.

The average scores for each of the MHSIP subscales are reported below.

PERCEPTION OF ACCESS TO SERVICES

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Access to Services” subscale, 37.1% reported that they were Very Satisfied, 47.2% reported they were Satisfied, 13.7% were Neutral, 1.6% were Somewhat Dissatisfied and 0.4% were Dissatisfied. Additionally, for 3.9% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

Perception of Access to Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	24	.4	.4	.4
	Somewhat Dissatisfied	91	1.5	1.6	2.0
	Neutral	780	13.1	13.7	15.7
	Satisfied	2694	45.4	47.2	62.9
	Very Satisfied	2113	35.6	37.1	100.0
	Total	5702	96.1	100.0	
No Response		232	3.9		
Total		5934	100.0		

PERCEPTION OF QUALITY & APPROPRIATENESS

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Quality and Appropriateness” subscale, 36.4% reported that they were Very Satisfied, 48.1% reported they were Satisfied, 13.8% were Neutral, 1.3% were Somewhat Dissatisfied and 0.4% were Dissatisfied. Additionally, for 6.5% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

Perception of Quality & Appropriateness

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	23	.4	.4	.4
	Somewhat Dissatisfied	70	1.2	1.3	1.7
	Neutral	764	12.9	13.8	15.4
	Satisfied	2670	45.0	48.1	63.6
	Very Satisfied	2022	34.1	36.4	100.0
	Total	5549	93.5	100.0	
No Response		385	6.5		
Total		5934	100.0		

PERCEPTION OF PARTICIPATION IN TREATMENT PLANNING

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Participation in Treatment Planning” subscale, 29.8% reported that they were Very Satisfied, 44.2% reported they were Satisfied, 21.3% were Neutral, 3.6% were Somewhat Dissatisfied and 1.0% were Dissatisfied. Additionally, for 10.7% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

Perception of Participation in Treatment Planning

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	54	.9	1.0	1.0
	Somewhat Dissatisfied	190	3.2	3.6	4.6
	Neutral	1131	19.1	21.3	25.9
	Satisfied	2343	39.5	44.2	70.2
	Very Satisfied	1582	26.7	29.8	100.0
	Total	5300	89.3	100.0	
No Response		634	10.7		
Total		5934	100.0		

OUTCOMES

For the consumers who completed at least 2/3 of the items that comprise the “Outcomes” subscale, 23.9% reported that they were Very Satisfied, 46.6% reported they were Satisfied, 24.5% were Neutral, 4.4% were Somewhat Dissatisfied and 0.7% were Dissatisfied. Additionally, for 8.5% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

Outcomes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	36	.6	.7	.7
	Somewhat Dissatisfied	239	4.0	4.4	5.1
	Neutral	1330	22.4	24.5	29.6
	Satisfied	2527	42.6	46.6	76.1
	Very Satisfied	1296	21.8	23.9	100.0
	Total	5428	91.5	100.0	
No Response		506	8.5		
Total		5934	100.0		

GENERAL SATISFACTION

For the consumers who completed at least 2/3 of the items that comprise the “General Satisfaction” subscale, 46.3% reported that they were Very Satisfied, 40.7% reported they were Satisfied, 10.3% were Neutral, 1.8% were Somewhat Dissatisfied and 0.8% were Dissatisfied. Additionally, for 3.1% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

General Satisfaction

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	46	.8	.8	.8
	Somewhat Dissatisfied	106	1.8	1.8	2.6
	Neutral	595	10.0	10.3	13.0
	Satisfied	2339	39.4	40.7	53.7
	Very Satisfied	2666	44.9	46.3	100.0
	Total	5752	96.9	100.0	
No Response		182	3.1		
Total		5934	100.0		

AVERAGE MHSIP SUBSCALE SCORES

Average scores were calculated for the consumers who completed at least 2/3 of the items that comprise each of the subscales. Respondents indicated that, overall, they were “Satisfied” with Access to Services (indicated by a subscale score of 4.21; 5,702 responses), the Quality & Appropriateness of treatment (indicated by a subscale score of 4.17; 5,549 responses), Participation in Treatment Planning (indicated by a subscale score of 4.13; 5,300 responses), Outcomes (indicated by a subscale score of 3.91; 5,428 responses) and services generally (General Satisfaction; indicated by a subscale score of 4.30; 5,752 responses).

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Perception of Access to Services	5702	1.00	5.00	4.21	.69
Average: Perception of Quality & Appropriateness	5549	1.00	5.00	4.17	.68
Average: Perception of Treatment Planning	5300	1.00	5.00	4.13	.79
Average: Outcomes	5428	1.00	5.00	3.91	.78
General Satisfaction	5752	1.00	5.00	4.30	.75
Valid N (listwise)	4971				

Quality of Life (QOL)

Summary Report

About the QOL

The QOL is designed to measure quality of life from a consumer's self-reported perspective. The subscales measured include: general life satisfaction, living situation, daily activities and functioning, family and social relationships, finances, legal and safety and health.

It is important to remember that the ratings on the QOL represent a consumer's perceptions. A variety of factors can affect a consumer's quality of life and many of these are out of the control of service providers. However, in our efforts to continually improve services, the QOL can be used as a source of information on issues that are important to consumers.

The following tables present REGIONAL data that were collected and aggregated from the QOL portion of the November 2004 Adult Survey. Most of the QOL items are rated on a seven-point scale, with "7" indicating the greatest satisfaction regarding quality of life. Some of the results reflect frequencies of ratings for particular QOL items while others reflect averages of the items that comprise each of the QOL subscales (i.e., general life satisfaction, living situation, daily activities and functioning, family and social relationships, finances, legal and safety and health). Using the seven-point response options as a guide, the QOL subscale results can be interpreted using the following average score ranges: 1 – 2.5 = 'Very Dissatisfied', 2.5001 – 3.5 = 'Dissatisfied', 3.5001 – 4.5 = 'Mixed', 4.5001 – 5.5 = 'Satisfied' and 5.5001 – 7.0 = 'Very Satisfied'. As a general guideline, an overall scale score over 4.5 indicates that consumers were satisfied. For the tables reflecting the QOL subscale averages, total frequencies may differ depending on how many items on each scale consumers completed. Averages were only calculated for those Adult Surveys where at least 2/3 of the items in the particular domain were completed (i.e., only 1/3 of the items could have no response).

All QOL results are highlighted in yellow.

GENERAL LIFE SATISFACTION

For the consumers who responded to the question – "How do you feel about your life in general?" – 9.7% were Delighted, 17.9% were Pleased, 23.9% were Mostly Satisfied, 30.0% were Mixed, 6.6% were Mostly Dissatisfied, 8.2% were Unhappy and 3.8% were Terrible. Additionally, 7.9% of the consumers did not respond to this item.

QOL_1. How do you feel about your life in general?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Terrible	210	3.5	3.8	3.8
	Unhappy	448	7.5	8.2	12.0
	Mostly Dissatisfied	360	6.1	6.6	18.6
	Mixed	1637	27.6	30.0	48.6
	Mostly Satisfied	1304	22.0	23.9	72.5
	Pleased	977	16.5	17.9	90.3
	Delighted	528	8.9	9.7	100.0
	Total	5464	92.1	100.0	
No Response		470	7.9		
Total		5934	100.0		

LIVING SITUATION

For the consumers who completed at least 2/3 of the items that comprise the “Living Situation” subscale, an average score of 4.78 (5,470 responses) was calculated, indicating “Satisfied” feelings regarding their living situation.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Living Situation	5470	1.00	7.00	4.78	1.47
Valid N (listwise)	5470				

DAILY ACTIVITIES & FUNCTIONING

For the consumers who completed at least 2/3 of the items that comprise the “Daily Activities & Functioning” subscale, an average score of 4.63 (5,438 responses) was calculated, indicating “Satisfied” feelings regarding daily activities & functioning.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Daily Activities & Functioning	5438	1.00	7.00	4.63	1.31
Valid N (listwise)	5438				

FAMILY RELATIONS

For the consumers who responded to the question – “In general, how often do you get together with a member of your family?” – 22.2% reported At Least Once a Day, 23.2% reported At Least Once a Week, 17.1% reported At Least Once a Month, 15.7% reported Less than Once a Month, 15.8% reported Not At All and 5.9% reported No Family / Not Applicable. Additionally, 12.7% of the consumers did not respond to this item.

QOL_4. In general, how often do you get together with a member of your family?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all	819	13.8	15.8	15.8
	Less than once a month	815	13.7	15.7	31.5
	At least once a month	888	15.0	17.1	48.7
	At least once a week	1204	20.3	23.2	71.9
	At least once a day	1148	19.3	22.2	94.1
	No family / Not applicable	308	5.2	5.9	100.0
	Total	5182	87.3	100.0	
No Response		752	12.7		
Total		5934	100.0		

Average Quality of Life Indicator: Family Relations

For the consumers who completed at least 2/3 of the items that comprise the “Family Relations” subscale, an average score of 4.68 (4,938 responses) was calculated, indicating “Satisfied” feelings regarding family relations.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Family Relations	4938	1.00	7.00	4.68	1.62
Valid N (listwise)	4938				

SOCIAL RELATIONS

For the consumers who responded to the question – “About how often do you visit with someone who does not live with you?” – 16.1% reported At Least Once a Day, 33.2% reported At Least Once a Week, 19.9% reported At Least Once a Month, 10.8% reported Less than Once a Month, 15.0% reported Not At All and 4.8% reported Not Applicable. Additionally, 10.4% of the consumers did not respond to this item.

QOL_6A. About how often do you visit with someone who does not live with you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all	800	13.5	15.0	15.0
	Less than once a month	576	9.7	10.8	25.9
	At least once a month	1060	17.9	19.9	45.8
	At least once a week	1767	29.8	33.2	79.0
	At least once a day	859	14.5	16.1	95.2
	Not applicable	257	4.3	4.8	100.0
	Total	5319	89.6	100.0	
No Response		615	10.4		
Total		5934	100.0		

For the consumers who responded to the question – “About how often do you spend time with someone you consider more than a friend, like a spouse, a boyfriend or a girlfriend?” – 18.0% reported At Least Once a Day, 18.3% reported At Least Once a Week, 10.6% reported At Least Once a Month, 6.2% reported Less than Once a Month, 28.9% reported Not At All and 18.0% reported Not Applicable. Additionally, 14.2% of the consumers did not respond to this item.

QOL_6B. About how often do you spend time with someone you consider more than a friend, like a spouse, a boyfriend or a girlfriend?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all	1469	24.8	28.9	28.9
	Less than once a month	318	5.4	6.2	35.1
	At least once a month	538	9.1	10.6	45.7
	At least once a week	931	15.7	18.3	64.0
	At least once a day	918	15.5	18.0	82.0
	Not applicable	915	15.4	18.0	100.0
	Total	5089	85.8	100.0	
No Response		845	14.2		
Total		5934	100.0		

Average Quality of Life Indicator: Social Relations

For the consumers who completed at least 2/3 of the items that comprise the “Social Relations” subscale, an average score of 4.67 (5,080 responses) was calculated, indicating “Satisfied” feelings regarding social relations.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Social Relations	5080	1.00	7.00	4.67	1.30
Valid N (listwise)	5080				

FINANCES

On the Adult Survey, 77.7% of the consumers who responded to the relevant survey items reported that they generally had enough money to cover food expenses. Additionally, 9.0% of the consumers did not respond to this item.

QOL_8A. During the past month, did you generally have enough money to cover food?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1202	20.3	22.3	22.3
	Yes	4197	70.7	77.7	100.0
	Total	5399	91.0	100.0	
No Response		535	9.0		
Total		5934	100.0		

On the Adult Survey, 65.3% of the consumers who responded to the relevant survey items reported that they generally had enough money to cover clothing expenses. Additionally, 9.6% of the consumers did not respond to this item.

QOL_8B. During the past month, did you generally have enough money to cover clothing?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1863	31.4	34.7	34.7
	Yes	3501	59.0	65.3	100.0
	Total	5364	90.4	100.0	
No Response		570	9.6		
Total		5934	100.0		

On the Adult Survey, 83.0% of the consumers who responded to the relevant survey items reported that they generally had enough money to cover housing expenses. Additionally, 10.4% of the consumers did not respond to this item.

QOL_8C. During the past month, did you generally have enough money to cover housing?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	904	15.2	17.0	17.0
	Yes	4415	74.4	83.0	100.0
	Total	5319	89.6	100.0	
No Response		615	10.4		
Total		5934	100.0		

On the Adult Survey, 67.5% of the consumers who responded to the relevant survey items reported that they generally had enough money to cover transportation expenses. Additionally, 10.0% of the consumers did not respond to this item.

QOL_8D. During the past month, did you generally have enough money to cover traveling around for things like shopping, medical appointments, or visiting friends and relatives?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1737	29.3	32.5	32.5
	Yes	3604	60.7	67.5	100.0
	Total	5341	90.0	100.0	
No Response		593	10.0		
Total		5934	100.0		

On the Adult Survey, 47.8% of the consumers who responded to the relevant survey items reported that they generally had enough money to cover social activity expenses. Additionally, 10.5% of the consumers did not respond to this item.

QOL_8E. During the past month, did you generally have enough money for social activities like movies or eating in restaurants?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2773	46.7	52.2	52.2
	Yes	2537	42.8	47.8	100.0
	Total	5310	89.5	100.0	
No Response		624	10.5		
Total		5934	100.0		

LEGAL & SAFETY

For the November 2004 survey period, 94.2% of the consumers who responded to the relevant survey items reported that they were NOT a victim of any violent crimes in the month prior to completing the Adult Survey. Additionally, 8.9% of the consumers did not respond to this item.

QOL_9A. In the past month, were you the victim of any violent crimes such as assault, rape, mugging or robbery?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	5092	85.8	94.2	94.2
	Yes	315	5.3	5.8	100.0
	Total	5407	91.1	100.0	
No Response		527	8.9		
Total		5934	100.0		

For the November 2004 survey period, 87.4% of the consumers who responded to the relevant survey items reported that they were NOT a victim of any non-violent crimes in the month prior to completing the Adult Survey. Additionally, 9.9% of the consumers did not respond to this item.

QOL_9B. In the past month, were you the victim of any non-violent crimes such as burglary, theft of your property or money, or being cheated?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	4672	78.7	87.4	87.4
	Yes	674	11.4	12.6	100.0
	Total	5346	90.1	100.0	
No Response		588	9.9		
Total		5934	100.0		

For the November 2004 survey period, 96.6% of the consumers who responded to the relevant survey items reported that they had NOT been arrested for any crimes in the month prior to completing the Adult Survey. Additionally, 12.4% of the consumers did not respond to this item.

QOL_10. In the past month, how many times have you been arrested for any crimes?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No arrests	5021	84.6	96.6	96.6
	1 arrest	97	1.6	1.9	98.5
	2 arrests	32	.5	.6	99.1
	3 arrests	21	.4	.4	99.5
	4 or more arrests	27	.5	.5	100.0
	Total	5198	87.6	100.0	
No Response		736	12.4		
Total		5934	100.0		

Average Quality of Life Indicator: Legal & Safety

For the consumers who completed at least 2/3 of the items that comprise the “Legal & Safety” subscale, an average score of 4.83 (5,368 responses) was calculated, indicating “Satisfied” feelings regarding legal & safety issues.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Legal & Safety	5368	1.00	7.00	4.83	1.35
Valid N (listwise)	5368				

HEALTH

For the consumers who completed at least 2/3 of the items that comprise the “Health” subscale, an average score of 4.38 (5,393 responses) was calculated, indicating “Mixed” feelings regarding health status.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Health	5393	1.00	7.00	4.38	1.44
Valid N (listwise)	5393				

ADULT SURVEY

Please help our agency make services better by answering some questions. Your answers are confidential and will not influence current or future services you receive. **For each survey item below, please fill in the circle that corresponds to your choice.** **Please fill in the circle completely.** EXAMPLE: Correct ● Incorrect ✗ ✓

MHSIP Consumer Survey*:

Please answer the following questions based on the last 6 months OR if you have not received services for 6 months, just give answers based on the services you have received so far. Indicate if you **Strongly Agree**, **Agree**, are **Neutral**, **Disagree**, or **Strongly Disagree** with each of the statements below. If the question is about something you have not experienced, fill in the circle for **Not Applicable** to indicate that this item does not apply to you.

**START
HERE**

Approximately, how long have you received services here?

- This is my first visit here. ○ 1 - 2 Months ○ More than 1 year
○ I have had more than one visit but I have received services for less than one month. ○ 3 - 5 Months
○ 6 months to 1 year

	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Not Applicable
1. I like the services that I received here.	○	○	○	○	○	○
2. If I had other choices, I would still get services from this agency.	○	○	○	○	○	○
3. I would recommend this agency to a friend or family member.	○	○	○	○	○	○
4. The location of services was convenient (parking, public transportation, distance, etc.).	○	○	○	○	○	○
5. Staff were willing to see me as often as I felt it was necessary.	○	○	○	○	○	○
6. Staff returned my calls within 24 hours.	○	○	○	○	○	○
7. Services were available at times that were good for me.	○	○	○	○	○	○
8. I was able to get all the services I thought I needed.	○	○	○	○	○	○
9. I was able to see a psychiatrist when I wanted to.	○	○	○	○	○	○
10. Staff here believe that I can grow, change and recover.	○	○	○	○	○	○
11. I felt comfortable asking questions about my treatment and medication.	○	○	○	○	○	○
12. I felt free to complain.	○	○	○	○	○	○
13. I was given information about my rights.	○	○	○	○	○	○
14. Staff encouraged me to take responsibility for how I live my life.	○	○	○	○	○	○
15. Staff told me what side effects to watch out for.	○	○	○	○	○	○
16. Staff respected my wishes about who is, and who is not to be given information about my treatment.	○	○	○	○	○	○
17. I, not staff, decided my treatment goals.	○	○	○	○	○	○
18. Staff were sensitive to my cultural background (race, religion, language, etc.).	○	○	○	○	○	○
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	○	○	○	○	○	○
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	○	○	○	○	○	○

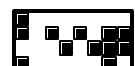
*The MHSIP Consumer Survey was developed through a collaborative effort of consumers, the Mental Health Statistics Improvement Program (MHSIP) community, and the Center for Mental Health Services.

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CSI County Client Number
Must be entered on EVERY page

A	-	E	N
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As a direct result of the services I received:

Strongly Agree Agree I am Neutral Disagree Strongly Disagree Not Applicable

21. I deal more effectively with daily problems.
22. I am better able to control my life.
23. I am better able to deal with crisis.
24. I am getting along better with my family.
25. I do better in social situations.
26. I do better in school and /or work.
27. My housing situation has improved.
28. My symptoms are not bothering me as much.

29. Please provide comments here and /or on the back of this form, if needed.
We are interested in both positive and negative feedback.

Quality of Life Questions:

Please answer each of the following questions by filling in the circle that best describes your experience or how you feel. Please fill in only one circle for each question. For some questions, you may choose **Not Applicable** if the question does not apply to you.

General Life Satisfaction

Terrible Unhappy Mostly Dissatisfied Mixed Mostly Satisfied Pleased Delighted

1. How do you feel about your life in general?

Living Situation

2. Think about your current living situation.

How do you feel about:

Terrible Unhappy Mostly Dissatisfied Mixed Mostly Satisfied Pleased Delighted

- A. The living arrangements where you live?
- B. The privacy you have there?
- C. The prospect of staying on where you currently live for a long period of time?

Daily Activities & Functioning

3. Think about how you spend your spare time.

How do you feel about:

Terrible Unhappy Mostly Dissatisfied Mixed Mostly Satisfied Pleased Delighted

- A. The way you spend your spare time?
- B. The chance you have to enjoy pleasant or beautiful things?
- C. The amount of fun you have?
- D. The amount of relaxation in your life?

Family

4. In general, how often do you get together with a member of your family?

- at least once a day ○ at least once a month ○ not at all
○ at least once a week ○ less than once a month ○ no family / not applicable

5. How do you feel about:

Terrible Unhappy Mostly Dissatisfied Mixed Mostly Satisfied Pleased Delighted Not Applicable

- A. The way you and your family act toward each other?
- B. The way things are in general between you and your family?

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Social Relations

6. About how often do you do the following?

- A. Visit with someone who does not live with you?
☐ at least once a day ☐ at least once a month ☐ not at all
☐ at least once a week ☐ less than once a month ☐ not applicable
- B. Spend time with someone you consider more than a friend, like a spouse, a boyfriend or a girlfriend?
☐ at least once a day ☐ at least once a month ☐ not at all
☐ at least once a week ☐ less than once a month ☐ not applicable

7. How do you feel about:

- | | Terrible | Unhappy | Mostly Dissatisfied | Mixed | Mostly Satisfied | Pleased | Delighted | Not Applicable |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| A. The things you do with other people? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| B. The amount of time you spend with other people? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| C. The people you see socially? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| D. The amount of friendship in your life? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Finances

8. During the past month, did you generally have enough money to cover the following items?

No Yes

- | | No | Yes |
|--|-----------------------|-----------------------|
| A. Food? | <input type="radio"/> | <input type="radio"/> |
| B. Clothing? | <input type="radio"/> | <input type="radio"/> |
| C. Housing? | <input type="radio"/> | <input type="radio"/> |
| D. Traveling around for things like shopping, medical appointments, or visiting friends and relatives? | <input type="radio"/> | <input type="radio"/> |
| E. Social activities like movies or eating in restaurants? | <input type="radio"/> | <input type="radio"/> |

Legal & Safety

9. In the past MONTH, were you a victim of:

No Yes

- | | No | Yes |
|---|-----------------------|-----------------------|
| A. Any violent crimes such as assault, rape, mugging or robbery? | <input type="radio"/> | <input type="radio"/> |
| B. Any nonviolent crimes such as burglary, theft of your property or money, or being cheated? | <input type="radio"/> | <input type="radio"/> |

10. In the past MONTH, how many times have you been arrested for any crimes?

- ☐ No arrests ☐ 1 arrest ☐ 2 arrests ☐ 3 arrests ☐ 4 or more arrests

11. How do you feel about:

- | | Terrible | Unhappy | Mostly Dissatisfied | Mixed | Mostly Satisfied | Pleased | Delighted |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| A. How safe you are on the streets in your neighborhood? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| B. How safe you are where you live? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| C. The protection you have against being robbed or attacked? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Health

12. How do you feel about:

- | | Terrible | Unhappy | Mostly Dissatisfied | Mixed | Mostly Satisfied | Pleased | Delighted |
|-------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| A. Your health in general? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| B. Your physical condition? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| C. Your emotional well-being? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

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Please answer the following questions to let us know a little about you.

**ENGLISH
Adult Survey**

1. What is your gender? ☐ Female ☐ Male ☐ Other
2. Are you of Mexican / Hispanic / Latino origin? ☐ Yes ☐ No ☐ Unknown
3. What is your race? **(Please check all that apply.)**

☐ White / Caucasian
☐ Black / African American
☐ Asian

☐ American Indian / Alaskan Native
☐ Native Hawaiian / Other Pacific Islander
☐ Other

☐ Unknown
4. What is your date of birth? **(Write it in the boxes AND fill in the circles that correspond. See Example.)**
 Date of Birth (mm-dd-yyyy)

-

-

0

1

2

3

4

5

6

7

8

9

EXAMPLE: Date of birth on April 30, 1967:

1. Write in your date of birth →

04 - 30 - 1967

2. Fill in the corresponding circles

0

1

2

3

4

5

6

7

8

9

Thank you for taking the time to answer these questions!

FOR OFFICE USE ONLY:

REQUIRED Information:

County Code:

Date of Survey Administration:

-

-

Reason (if applicable):

Ref ☐ Imp ☐ Lan ☐ Oth ☐

Make sure the same CSI County Client Number is written on all four pages of this survey.

CSI County Client Number
Must be entered on EVERY page

Optional County Questions:

County Question #1 (mark only ONE bubble):

- ☐ 01

☐ 02

☐ 03

☐ 04

☐ 05

☐ 06

☐ 07

☐ 08

☐ 09

☐ 10

☐ 11

☐ 12

☐ 13

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County Question #2 (mark only ONE bubble):

- ☐ 01

☐ 02

☐ 03

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County Question #3 (mark only ONE bubble):

- ☐ 01

☐ 02

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